

## **RULES & REGULATIONS FOR ALL Aii EXAMINATION CANDIDATES**

### **A. General rules applicable to all Aii Examination Candidates**

1.	<p>Failure to comply with Aii Examination rules and regulations, constitutes grounds for Aii to:</p> <ol style="list-style-type: none"> <li>Disqualify you from the current examination and potentially for a specified period or indefinitely.</li> <li>Withdraw, withhold, or invalidate your results or certificates at any time.</li> <li>Report you to Aii's Disciplinary Committee, the Association/s and other relevant authorities for further action.</li> <li>Impose any other sanctions or take actions deemed appropriate by the Institute.</li> </ol>
2.	<p>You must always conduct yourself ethically and professionally throughout the examination and comply with the instructions, directions, and rulings of the Presiding Invigilator/Official.</p>
3.	<p>Please have ready your original photo Identification Document (MyKad, Driving License or Passport for Non-Malaysian citizens) as you will be required to present it to the Presiding Invigilator/Official. Candidates who fail to present the accepted identification will not be permitted to take the exam and no refund will be provided. Candidates will be required to re-register for future examination with applicable fees.</p> <p>The Institute reserves the right to request additional proof of identity at any time during or after the examination, including biometric verification and photographs.</p>
4.	<p>You must not engage in any form of communication during the examination except with the Presiding Invigilator/Official. Any attempt made by others to communicate with you must be reported immediately to the Presiding Official/ Invigilator.</p>
6.	<p>If you need assistance, please raise your hand to alert the attention of the Presiding Invigilator/Official. You must remain seated and not leave your seat without their permission.</p>
7.	<p>Any form of misconduct, including but not limited to copying, attempting to view another candidate's work or engaging in unauthorized activities, will result in disciplinary action.</p>
9.	<p>Smoking and eating are forbidden during the examination.</p>

10.	<p>The use of electronic diaries or organizer, programmable calculators, smart phones and other electronic devices during the examination are strictly prohibited.</p> <p>You must not take into the examination room, consult or use any unauthorized materials. This includes but is not limited to, thumb drives, mobile phones, tablet computers, other electronic storage devices, books, documents, or any written, typed, or printed materials—except for items provided or explicitly approved by the Presiding Invigilator/Official for use during the examination.</p>
11.	<p>You must stop writing immediately after the Presiding Invigilator/Official has announced that the allocated time is up.</p>
12.	<p>You are allowed to leave the examination after 30 minutes from the commencement of the examination. You must leave the room or Zoom meeting as quietly as possible, so as not to disturb another candidates / student.</p>
13.	<p>All examination results are final and appeals will not be considered.</p>
14.	<p>If you arrange for another person to appear on your behalf/engage in impersonation or participate in cross impersonation, both you and the impersonator will be reported to Aii's Disciplinary Committee, the Association/s and other relevant authorities for further action.</p>
15.	<p>The Institute reserves the right to make any changes, including fee adjustments due to unforeseen circumstances or when deemed necessary or appropriate.</p> <p>Candidates are reminded to review the latest Rules and Regulations to ensure they are fully informed before attending their scheduled examinations at the Institute.</p>
16.	<p>All certificates issued by the Institute remain the property of the Institute, regardless of any fees or subscriptions paid.</p>
17.	<p>Liability of the Institute – If the Institute, for reasons beyond its control, is unable to hold a confirmed examination or if completed examination answers are lost or destroyed due to a system glitch or technical error, the Institute's liability is limited to a full refund of the examination fees paid for the affected examination.</p>
18.	<p>For any inquiries regarding your examination, please contact the Examinations Unit at <a href="mailto:agentexam@aiaasia.org">agentexam@aiaasia.org</a>.</p>



## B. Rules and regulations for all Computer Based Examination (CBE) Candidates

1.	<p>Be ready to take your seat in the examination room before the commencement of the examination.</p> <p>The Institute reserves the right to disallow candidates from taking the examination if the candidates arrive AFTER the commencement of the examination session that is stated in your confirmation slip.</p>
2.	<p>All books, revision notes, bags and other personal belongings are required to be left at the front of the examination room.</p> <p>You are advised not to bring any valuable items to the computer lab. If you choose to do so, the Institute will not be held responsible for any loss of such items.</p>
3.	<p>You may use slide-rules or silent, battery or solar powered, NON-PROGRAMMABLE CALCULATORS (but not alphanumeric calculators with the 26 alphabets) during the examination.</p> <p>The Presiding Invigilator/Official will have the right to retain any of these unauthorized devices.</p>
4.	<p>Once the examination has commenced, you ARE NOT ALLOWED to leave the examination room temporarily or other otherwise, EXCEPT in cases of urgent necessity, in which case you must be accompanied by an Invigilator/Official.</p> <p>In such exceptional cases, you are not allowed to take your mobile phones or any other electronic devices to the rest room, nor are you allowed to make phone calls. If you do not return to the examination room after 15 minutes, you will not be allowed to re-enter to complete your examination. In this event, you will be required to re-register for the examination and pay all applicable fees.</p>
6.	<p>You are not permitted to leave the examination room within the first 30 minutes after the examination begins. If you need to leave after this time, please do so as quietly as possible to avoid disturbing other candidates.</p>



### C. Rules and regulations for all Virtual Computer Based Examination (VCBE) Candidates

1.	<p><b>Physical / examination space requirement to be complied with:</b></p> <p>a) It is recommended that you use a personal computer since companies have firewalls that prohibit remote proctoring software. Taking an exam on a tablet or mobile device or using a dual monitor is not allowed.</p> <p>b) To take online (virtual) exams, candidates must find a secure and tidy room with an internet connection.</p> <p>Your office or home must meet the following requirements. Your office, home or space must be walled, have a closed door and be free from disruptions.</p> <ul style="list-style-type: none"><li>• No one else can be in or enter the room during the exam.</li><li>• Your computer and phone remain plugged in until you complete the exam.</li><li>• The exam area should be clear of all materials. Please keep the following items out of reach:<ul style="list-style-type: none"><li>○ Books</li><li>○ Post-it notes</li><li>○ Types notes/papers</li><li>○ Writing instruments such as pens, markers, whiteboards or pencils</li></ul></li></ul> <p>c) You must take your exam in a private and quiet room for the full duration of the exam. The exam area should be free from any distracting background noise.</p> <p>d) Make sure no one else is with you in the exam room or enters the exam room throughout the exam session. Any interruption of disruption is to be avoided.</p> <p>e) The lighting in your room should be of daylight quality and overhead lighting is preferred. If overhead lighting is not possible, please make sure that your light source is not directly behind you because it will make it difficult for your Invigilator to see you.</p> <p>f) The table should be uncluttered, papers or stationery should not be on the table and should be clear from any reference materials.</p> <p>g) Table, smart watch, or other electronic gadgets or not permitted to be worn, used placed on the table through the exam session unless authorized by the Invigilator. Remove any hats, sunglasses, earphones and headphones.</p> <p>h) Have a reflective surface such as a large mirror or mobile phone to show the edges of your monitor to the Invigilator.</p> <p>i) Close all programs, applications and websites on your computer unless instructed by the Invigilator for the purpose of taking the exam.</p> <p>j) Candidates are not allowed to have a virtual background turned on throughout the exam session.</p> <p>k) Candidates using hearing aids are required to disclose this to the Invigilator before the start of the exam.</p> <p>l) Toilet breaks are not allowed once the exam has started.</p> <p>m) No food or drinks may be consumed during the exam except for a bottle of water.</p>
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2.	<p>Please <b>join the ZOOM meeting</b> via your mobile phone <b>90 minutes (1.5hours) before the scheduled exam time</b> to complete the full verification process, which includes identity, system and exam space and any other required checks.</p> <p><b>The ZOOM meeting entrance will close 30 minutes before the exam begins.</b> Candidates attempting to join after this time will not be admitted and will need to re-register for the examination with full fees. Please ensure you log in early to avoid being late.</p>
3.	<p>If you are <b>logged out from ZOOM</b> (for any reason), you must <b>rejoin Zoom within 5 minutes</b>. Failure to do so will result in disqualification. You will need to contact the Examinations Department at <a href="mailto:agentexam@aiaasia.org">agentexam@aiaasia.org</a> to register for the examination again with applicable fees.</p>
4.	<p>You are not allowed to leave the examination space, except in an emergency and only with the Invigilator's permission.</p>
5.	<p>The Institute reserves the right to conduct mandatory compliance checks on candidates taking virtual examinations at their premises to ensure that:</p> <ul style="list-style-type: none"> <li>• Candidates are observing all examination rules and regulations.</li> <li>• The integrity of the examinations is upheld.</li> <li>• Laptops or PCs do not contain unauthorized devices, materials or software.</li> </ul>
6.	<p>An Invigilator will observe you throughout the examination session, which will also be recorded. The Invigilator reserves the right to conduct 360 degree checks periodically. By proceeding with the virtual exam, you consent to the recording.</p>
7.	<p>The Invigilator may issue up to three warnings for any suspicious acts or movements and has the right to stop your exam, disqualify you and invalidate your result.</p>

